

**From:** A R  
**To:** Microsoft ATR  
**Date:** 1/25/02 10:19am  
**Subject:** Microsoft Browser Monopoly

Microsoft Antitrust Suit  
Department of Justice

I'm an ordinary Internet and Web user.

I prefer to use Netscape browser versions and have noticed some problems that have increased during the past few months with Netscape mounted on Windows 98.

After Microsoft bought the stand alone E-Mail server, Hotmail.com, they began a program of remodeling the service. Within the past few months, Hotmail has been firmly integrated into MSN.com.

Netscape and Internet Explorer Hotmail presentations and features are not identical. Netscape Hotmail has reduced operations through Windows 98.

When logging out of Hotmail, a user is redirected to MSN.com. IF Netscape is the browser in use, the connection to MSN.com can take up to one minute using a T1 connection, the fastest connection available to the average user.

While the redirect is going on, all other open windows and applications are frozen. No work with them is possible until the connection is made to MSN.com.

Additionally, there are increasingly frequent incidents of Netscape on Windows 98 "freezing" and requiring a computer restart if one wants to continue using Netscape. At the same time though, Microsoft's Internet Explorer can be opened and run.

I believe Microsoft is continuing to create obstacles to the use of any browser other than their Internet Explorer. I believe that as someone else has pointed out "it is apparent that Microsoft has attempted to maintain a monopoly on the Internet Web Browser market to any casual software user."

Sincerely,

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